



COMMUNITY DEVELOPMENT BLOCK GRANT EMERGENCY REPAIR PROGRAM

PROGRAM GUIDELINES

The Emergency Repair Program (“Emergency Program” or “Program”) provides assistance to homeowners in Scottsdale to perform emergency repairs to substandard housing conditions. Substandard conditions include those posing a serious threat to the health, safety or welfare of the household or affecting the immediate livability of the home. Emergency assistance shall be granted based on priority and eligibility of emergency.

The level of assistance is limited solely to the amount required to address the specific emergency. The maximum amount of assistance per household, per year may not exceed \$5,000, including administrative costs. Emergency Repairs are limited to those issues that affect the habitability of the home such as: lack of running water, electricity or heating/cooling. Applicants who experience more than one emergency situation in the same year may receive assistance through the program a second time in that year providing the maximum grant amount has not been spent.

Accessibility modifications needed for the elderly and disabled are also eligible under this program. These improvements must directly affect the immediate livability of the home and the applicants cannot wait for these items to be installed through the Housing Rehabilitation Program.

Homes in need of more extensive, but less urgent repairs and/or replacement that are not eligible for the Emergency Program (such as cabinetry, upgrading electrical systems or addressing aging heating/cooling systems that are operable) may be addressed through the Housing Rehabilitation Program.

Eligibility Standards

The Emergency program is only available to income eligible, homeowner-occupied applicants. Assistance is provided to those applicants who meet low and moderate-income standards, mandated by The Department of Housing and Urban Development

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(HUD.) These guidelines are frequently updated and reflect two income categories based on family size. One is 80% of the Phoenix SMSA median income (moderate income) and the other is 50% (low income.) Eligibility for Emergency Assistance or determination of ineligibility is based on the total gross annual income for the household size in accordance with HUD's income standards. Income qualification is required, even if the applicant is certified as disabled or elderly.

In addition to meeting the income guidelines, applicants must have owned and lived in their home as their primary residence for the preceding year immediately prior to being qualified for participation in the program. Persons, who use their home to conduct business or as rental property, in whole or in part, are ineligible to participate in the program.

There are special requirements for City employees, elected officials and their relatives and for non-profit rehabilitation providers and their relatives. These requirements, which relate to conflicts of interest, include making public disclosure, obtaining a ruling by the City Attorney and submitting materials for review by HUD. In all cases where an apparent conflict of interest exists, HUD will make a finding regarding the eligibility of the applicant. Assistance shall not be granted unless approved by HUD. The conflict of interest process may add, at minimum, forty five (45) days to the eligibility process.

Program Operation

The Program shall provide emergency repairs and/or replacement for owner-occupied, income-eligible households within the City of Scottsdale. Eligible repairs and/or replacement shall be made to components that affect the immediate livability of the home, as determined by the Rehab Specialist. Repairs and/or replacement are limited to the following types of assistance:

Heating/Cooling systems:

- Lack of or inadequate heating or cooling (unit shall currently exist)
- Hazardous or defective system

Plumbing systems:

- Lack of hot and cold running water
- Defective sewage system

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- Leaking waterlines and gas lines or dangerous conditions in plumbing and gas systems
- Leaking or improperly functioning bathroom plumbing fixtures (toilets, sinks faucets, tubs/showers) when only one bathroom facility exists or when all facilities are inoperable
- Leaking or inoperable water heaters

Electrical systems:

- Lack of electricity
- Exposed or dangerous electrical wiring

Roofing:

- Leaking systems
- Severely deteriorated and structurally dangerous

Carpentry:

- Inoperable door/window locks
- Broken windows or inoperable exterior doors
- Structural deficiencies posing an immediate safety issue
- Perimeter fences not in compliance with city ordinance around yards with pools

Appliances (limited to cook tops, ranges and refrigerators):

- Inoperable units

Accessibility modifications (including but not limited to):

- Wheel chair ramps
- Widening doorways to accommodate wheelchairs
- Grab bars, railings, door hardware
- Bathtub/shower modifications

Application Process

The Emergency Program is administered through a partnership between the City and a non-profit agency (Agency.) Referrals for the Emergency Program are obtained only through the City's program, not directly to the Agency. After being notified of the need for service by the city's Rehabilitation Coordinator, the Agency works with contractors to provide the emergency repairs needed.

1. Request for application

Homeowner's requesting Emergency Assistance shall request an Emergency Repair Application packet through the city's Citizen and Neighborhood Resources

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Department. The application packet will include a cover letter explaining the assistance process, an application for assistance and an income questionnaire.

The completed application and income questionnaire shall be returned to the Citizen and Neighborhood Resources Department with copies of the following information, as indicated in the cover letter:

- Last three (3) statements of the following documentation for all persons in the household, 18 years and older: employment wages, bonuses, social security, welfare payments, alimony, pension, etc
- Last three (3) statements of the following asset information for all persons in the household, 18 years and older: checking and savings accounts, money market accounts, certificate of deposit, dividends from stocks and bonds, IRA, etc.
- Deed to Property
- Property tax valuation information
- Previous year's signed tax return

Assistance shall not be considered to those applicants whose applications are either: 1. incomplete; or 2. all required income and homeownership documentation has not been submitted. Homeowners shall be notified that their applications shall not be considered and assistance may not be granted until the requested information has been received.

The City's Rehab Coordinator shall review the request(s) for emergency assistance and shall determine the eligibility of the repairs/replacement requested. Repairs determined ineligible for assistance through the Emergency Program shall not be considered for assistance and may be referred to the Housing Rehabilitation Program. At this time, the emergency application will not be processed.

2. Processing of Application

Upon receipt of application and all required income and homeownership information, the Rehab Coordinator shall review the documents and submit an Emergency Transmittal to the Foundation. All applications will be evaluated and forwarded based on priority of emergency. This transmittal shall include (at minimum):

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- Homeowner's application
- Maricopa County Records Office ownership and property tax information
- Environmental Review
- Financial and ownership documents as provided by applicant
- Additional information necessary as determined by the city's Rehab Coordinator

The Agency shall review the applicant's income and homeownership information to determine client's eligibility (or ineligibility). The applicant's income shall be calculated to determine the total gross household income for the upcoming twelve (12) months. Determination of income eligibility shall be in accordance with the HUD income guidelines.

The Program reserves the right to seek third party verification for income, ownership and household composition. Credit reports may be requested and processed on each person whose property receives assistance.

If IRS tax liens or tax certificates are found, the applicant will automatically be disqualified for assistance, unless written satisfaction of lien is presented to The Citizen and Neighborhood Resources Department. Falsification of income and other required information requested is grounds for disqualification and may result in a \$10,000 fine and one year in prison.

3. Receiving Assistance

The applicant shall be notified of his/her eligibility status within forty-eight (48) hours of the Agency's receipt of emergency transmittal from the city. Upon eligibility, the Agency shall schedule an appointment to inspect the applicants' property to evaluate the repairs requested.

A lead based paint inspection and/or risk assessment shall be conducted by a licensed lead consultant company on all homes built prior to 1978. Painted surfaces that will be affected as a result of the repairs and/or replacement shall be tested for lead based paint. The Agency's Rehab Specialist shall develop a scope of work. The scope shall also include appropriate measures to address lead based paint findings

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in accordance to all federal regulations. The scope of work shall be solicited for bid in accordance to the City's procurement requirements.

Upon receipt of the required number of bids, a contract and notice to proceed shall be executed between the applicant and the contractor who will be performing the work. The Agency's Rehab Specialist shall monitor the progress and completion of work in accordance to the scope of work, the contract documents and the program guidelines. Upon completion of all work, a final inspection shall be conducted by the Agency and the homeowner shall sign a certificate of completion. Payment shall be submitted to the contractor upon final completion of work and receipt of the signed certificate of completion from the homeowner. All work shall be completed within seven (7) business days from date of eligibility.

4. General Program Requirements

All contractors who wish to bid on Emergency jobs shall be: licensed with the Registrar of Contractors; be bonded and insured; and shall hold a city sales tax privilege tax license. The Program reserves the right to exclude any contractor who has unresolved complaints with the Registrar of Contractors office, who has not performed in accordance to the Program's general conditions, bid instructions or contractor application.

All contractors are required to provide a two-year warranty on all work performed through the Program, as set forth by the Arizona Registrar of Contractors. The homeowner is responsible to contact the contractor for any warranty-related problems. If the homeowner does not feel that the contractor has lived up to warrantee obligations, their appeal is to the Arizona Registrar of Contractors and not to the City of Scottsdale.

Any changes to the scope of work shall be documented through a Change Order and shall address only those changes necessary to correct unforeseen health and safety issues affecting the immediate livability of the home. Change Orders shall be processed after the contractor submits the required documentation and has obtained both the contractor and homeowner's signature. The Change Order also requires the signatures of Agency's Rehab Specialist and Program Director.

Applicants receiving assistance through the Emergency Program may also participate in the Housing Rehabilitation Program. Applicants who have received assistance through the Housing Rehabilitation Program may not receive Emergency

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assistance to address those items repaired and/or replaced through the rehab for two years following the completion of the rehab work.

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